

Enterprise Information Services
Duty Statement

Section:	Infrastructure Services
Unit:	Integrated Communications
Position Number:	065-620-1373-015
Classification:	Systems Software Specialist II (Technical)
Date:	April 2015

Supervision: Under the general supervision of the System Software Specialist II (Supervisor) (SSS II (Sup)), Integrated Communication and Support Unit (ICSU), the System Software Specialist II (Technical) (SSS II (Tech)) shall be the expert responsible for technical or complex development, installation, implementation, procurement, or support of video communication technology studies and systems, and telephony systems and subsystems within the adult institutions, camps, juvenile facilities, parole offices, and administrative offices for the Department on a statewide basis.

The SSS II (Tech) acts as a project leader on complex video and telephone technology system deployments, and serves as the technical specialist performing complex analytical studies and activities on complex video communication and telephone technology systems, projects and/or networks. The incumbent acts as project lead on telephone and video conferencing technology system studies, exploring emerging technology opportunities to expand and interconnect CDCR program units via Time Division Multiplexing (TDM), Internet Protocol (IP) and other identified communications protocols (H.320, H.323, SIP) to deliver necessary voice and video communications.

Knowledge: The incumbent must possess a thorough technical understanding of public switched telephone network operating concepts, practices, methods and principles; voice over Internet protocol (VoIP) operating concepts, practices, methods and principles; and video content transport protocol operating concepts, practices, methods and principles. The incumbent must have complete knowledge of project management concepts, nomenclature, and processes. Strong team building, communication, and interpersonal skills are essential.

Complexity: The incumbent performs and acts as a team leader on highly complex projects and production analysis duties with limited supervision. The position requires a vast understanding of the relationship between technical specialization and project responsibilities as they apply to telephone and video communications within the Department, and other telephone and video communications organizations outside of the Department. The incumbent is responsible for ensuring processes are accurate and relevant, recommending process improvement when required and reporting all activity.

Guidelines: The incumbent is aware that administrative and technical policies and precedents are applicable but are stated in general terms. Guidelines for performing the work are broadly stated and nonspecific requiring extensive interpretation. The incumbent will use initiative and resourcefulness in deviating from traditional methods or in researching emerging technologies to develop new methods, criteria, and/or new policies. The incumbent is recognized as a technical expert and authority in the development and interpretation of guidelines. Travel is periodically required, including site visits to operating prisons and camps.

Scope and Effect: Responsibilities will include oversight of complex user need analysis, systems analysis, detailed functional design, documentation, testing, installation activities, evaluation, user support, and user training. The incumbent leads project groups in determining processes that will need to be adapted into the CDCR system. The incumbent may also prepare

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detailed work plans, written reports, and high level executive summaries, position papers, and other presentations for consumption by upper management.

Personnel Contact: The incumbent consults and advises management, technical staff and system users to provide and make recommendations regarding systems and complex problems requiring resolutions. There is regular contact with IT staff, vendors, and external entities to coordinate problem resolution and to ensure conformity of methods and practices. The incumbent contacts users to discuss business and system requirements, contractors to provide oversight and vendors to discuss existing or new technology. The incumbent will communicate effectively, both orally and in writing, with subordinates, peers, clients and customers at all levels and demonstrate presentation skills.

Purpose of Contact: The incumbent will actively participate in meetings, conferences and presentations involving matters of significant consequence. Those contacted may have diverse goals requiring the incumbent to achieve a common resolution. The incumbent must be skillful in approaching the individual or group in order to obtain the desired response (i.e. obtain agreement where there is controversy and dissimilar goals).

Specific Duties: The incumbent is the senior expert in performance of all the following tasks within the unit. The actual duties of the SSS II (Tech) as the Lead for video and telephone communications include, but are not limited to the following:

40%	<ul style="list-style-type: none">• Research, analyze, development, installation, recommendations, and presentations regarding new communication technology applications.• Work as project lead for the configuration and deployment of Video Communications, Private Branch Exchange replacements/upgrades, and Voice over Internet Protocol systems statewide.• Provide technical consultation regarding video communication and integrated telephony systems policies and procedures to departmental managers and field staff.• Prepare and present to management communication system needs, new technology trends, secure wireless applications (voice and data), and specific budgetary proposals.• Develop and implement policies, standards, and procedures for quality and cost effective communication systems within the Department
20%	<ul style="list-style-type: none">• Provide oversight of the construction and installation of the Department's telephony systems and subsystems.• Coordinate and interface with the Telecommunications Section, Facility Planning, Construction, and Management Division regarding data wire infrastructure projects.• Coordinate activities related to planning, acquisition, quality control, and technical consultation with the appropriate stakeholders or other state agencies as required.• Assist in the development of Feasibility Study Reports, Request for Proposals, Budget Change Proposals, other required correspondence or documentation on policy decisions, and for Enterprise Information Services telephony systems acquisition and replacement needs.

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20%	<ul style="list-style-type: none">• Research, analyze, and identify telecommunications requirements for the Department to meet safety, security, business, and operational objectives with department wide impact to maintain consistency and long term applicability.• Monitor the programmatic value and cost effectiveness of new and existing integrated telephony system networks and design.• Coordinate the development and maintenance of the telephony system components of the Department's Operational Recovery Plan.
10%	<ul style="list-style-type: none">• Provide problem solving analysis, recommendations, and guidance to other project managers in the implementation of solutions for network hardware and software applications.• Refer problems requiring third level review and support to appropriate managers for resolution.• Support of the Department's telephone and video conferencing technology systems through the use of Department's PC based automated incident resolution/service request system.
10%	<ul style="list-style-type: none">• Maintain extensive technical expertise in communications technology through continued in-service training, participation in technology related associations and review of technical and trade publications.• Arrange for manufacturer or vendor information sessions, short term equipment evaluations, and product demonstration sessions for proposed technology solutions. Perform other related duties as required.

Employee:_____

Date:_____

Supervisor:_____

Date:_____